



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Citizens Telecommunications Company of Illinois**  
**d/b/a Frontier Citizens Communications of Illinois**  
**for quarter ending December 31, 2011**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.60	0.80	1.30	0.90
B. Operator Answer Time - Information [730.510(a)(1)]	2.00	5.80	7.40	5.07
C. Repair Office Answer Time [730.510(b)(1)]	56.00	45.00	41.00	47.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	81.00 *	99.00 *	94.00 *	91.33 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.00%	96.00%	98.00%	97.66%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.30	1.50	1.90	1.57
H. Percent Repeat Trouble Reports [730.545(c)]	12.00%	9.00%	10.00%	10.33%
I. Percent of Installation Trouble Reports [730.545(f)]	8.00%	9.00%	6.00%	7.66%
J. Missed Repair Appointments [730.545(h)]	43	146	106	98
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

CTC Illinois



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